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ORIGINAL
ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Lynn Combs

Phone: (602) 542-0488

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 53048

Date: 6/19/2006

Complaint Description: 01B Billing - Disputed

Complaint By: **First:** Beryel **Last:** Dorscht

Account Name: Beryel Dorscht

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ **Zip:** [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

06/19/06 Received complaint from customer by telephone:

Customer says she does not agree with rate increase. Customer says she installed a solar panel system to reduce the demand for electricity. Customer says based on the E-32 rate schedule that she has she is given 20KW free of electricity, however if she exceeds that even by just 15 min, she is then charged for total usage including the portion which was considered free at an extremely high rate of \$7.75 per KW. Customer says she feels the expense of electricity is enough.

End of Complaint

Utilities' Response:

Emailed to customer: [REDACTED]

June 19, 2006

Beryel Dorscht
[REDACTED]
[REDACTED]

RE: Arizona Public Service

Dear Ms. Beryel Dorscht,

Your letter regarding the Arizona Public Service (APS) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and

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review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,
Lynn Combs
Public Utilities Consumer Analyst
Utilities Division
End of Response

Investigator's Comments and Disposition:

06/19/04 Customer originally complained regarding being charged for kw used which was 24 kw however since she exceeded the free 20 kw she was charged for the entire 24 instead for 4 kw which was in excess of 20. The company resolution was to explain the charges to the customer. Customer would like to put her complaint on docket.

End of Comments

Date Completed: 6/19/2006

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